



WildPass Terms and Conditions

WildPass accounts, issued by Wildlife Reserves Singapore group inclusive of Wildlife Reserves Singapore Pte Ltd, Singapore Zoological Gardens and The Jurong Bird Park Private Limited (collectively referred to as the "WRS Group" or "WRS"), is subject to the following conditions:

WildPass Application

- WildPass account applied online is valid from the date of application.
- Applicants for WildPass account are required to submit their first and last name, 6-digit Singapore postal code of their residential address, date of birth and a valid email address on www.mandai.com/wildpass.
- Applicants are required to provide consent to receiving Mandai marketing communications and agree to [terms & conditions](#) and [privacy policy](#).
- An electronic card ("e-card") will be emailed to the applicant's email address upon a successful online application. No physical card will be issued for a WildPass account.
- The WildPass electronic card is personal to the registered holder(s) and is not transferable. Only the named person reflected on the electronic card may enjoy WildPass benefits.
- WRS reserves the right to reject an application, and to suspend or terminate a WildPass account without liability or refund, if any of the conditions of the account are not complied with or if any benefits are abused.
- The WildPass programme, benefits, privileges, and terms and conditions may be supplemented, amended or terminated without prior notice at the sole discretion of WRS. In the event of a dispute, the decision of WRS will be final.

Up to 35% discount on Admission Tickets

- Valid for WildPass holders buying Local Residents Single Park admission tickets bought at Mandai Ticketing Site (www.mandai.com/ticketing)
- New WildPass holders may sign-up for WildPass at the ticketing portal during purchase at the Order Review Page (Step 6) to enjoy further admission ticket discount.
- Existing WildPass holders may verify their WildPass registered email address at the Order Review Page (Step 6) to enjoy further admission ticket discount.

10% Discount off at retail outlets and DigiPhoto

- Valid at retail outlets and souvenir photography merchandise, except for kiosks at Jurong Bird Park, Night Safari, River Wonders and Singapore Zoo.
 - Discount is valid for regular priced merchandise.
 - Discount is valid for use:
 - Jurong Bird Park, River Wonders and Singapore Zoo: Mondays to Fridays, excluding Saturdays, Sundays and public holiday.
 - Night Safari: Sundays to Thursdays, excluding Fridays, Saturdays, eve of and on public holidays
 - Discount is not valid with other promotions, discounts and/or online purchases.
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- WildPass holders must present their electronic card at point of purchase to enjoy WildPass benefits and discounts. Verification of age or identity may be requested by WRS at the time of purchase.

10% Discount off at selected F&B outlets

- Valid at selected F&B outlets at Jurong Bird Park, Night Safari, River Wonders and Singapore Zoo:

Wildlife Parks	F&B Outlets
Singapore Zoo	Ah Meng Restaurant, Ah Meng Kitchen, Ah Meng Bistro, Kidzworld Café, Selected Kiosks, Chawang Bistro, Inuka Café, Ben & Jerry's, Wild Mart
River Wonders	Mama Panda Kitchen
Jurong Bird Park	Hawk Café, Treetops Café, Birdz of Play Ben & Jerry's, Waterfall Café
Night Safari	Ulu Ulu Safari Restaurant, Ben & Jerry's, Mandai Mart

- Discount is valid for use:
 - Jurong Bird Park, River Wonders and Singapore Zoo: Mondays to Fridays, excluding Saturdays, Sundays and public holiday.
 - Night Safari: Sundays to Thursdays, excluding Fridays, Saturdays, eve of and on public holidays
- Discount is not valid with other promotions, discounts and/or online purchases.
- WildPass holders must present their electronic card at point of purchase to enjoy WildPass benefits and discounts. Verification of age or identity may be requested by WRS at the time of purchase.

10% Discount off Selected Wildlife Tours

- Valid for selected wildlife Tours at Jurong Bird Park, Night Safari, River Wonders and Singapore Zoo:

Wildlife Parks	Wildlife Tours
Singapore Zoo	Private Chartered Buggy Tour
River Wonders	River Discovery Tour
Jurong Bird Park	Bird's Eye Tour, Private Chartered Buggy Tour
Night Safari	Safari Adventure Tour

- Discount is valid for booking wildlife tours dates:
 - Jurong Bird Park, River Wonders and Singapore Zoo: Mondays to Fridays, excluding Saturdays, Sundays and public holiday.
 - Night Safari: Sundays to Thursdays, excluding Fridays, Saturdays, eve of and on public holidays
- Discount is valid for booking via email to tours@mandai.com.
- Discount is not valid with other promotions, discounts and/or online purchases.
- Wildlife Tours are subjected to booking availability at time of booking.
- WildPass holders must present their electronic card at point of purchase on actual day of tour to enjoy WildPass discounts. Verification of age or identity may be requested by WRS at the time of purchase.



10% Discount off at Houbii Spot Singapore

- Discount is valid at Houbii Spot Singapore at Singapore Zoo from Mondays to Fridays, excluding Saturdays, Sundays, School Holidays and Public Holidays.
- Discount is valid for the following rope courses:
 - The Real Thing! (for climbers above 110cm)
 - The Mini Rope Course (for kids below 110cm)
- Discount is not valid with other promotions, discounts and/or online purchases.
- WildPass holders must present their electronic card at Houbii Spot ticketing counter to enjoy WildPass benefits and discounts. Verification of age or identity may be requested by WRS at the time of purchase.

50% off Hello From The Wild Side sessions

- Discount is valid for all Hello From The Wild Side sessions.
- Quote promo code at checkout to enjoy 50% savings (U.P. \$10 per screen).
- Promo code can be found in the welcome email upon successful registration of WildPass account.
- Upon booking confirmation, WRS Group will send the online webinar link and additional information to the guest's email address within 2 working days. Guests may check their junk or spam folder if they do not receive the webinar link email in the inbox.
- Timings and virtual interactions with members of the animal family and their keepers are fixed. WRS is unable to accommodate any special requests.
- WRS Group reserves the right, before or during the virtual meeting, to introduce another animal ambassador or topic besides the one/s previously agreed upon.
- There is no limit to the quantity of event time slots that guests can purchase.
- Once purchased, time slots are not exchangeable or refundable. However, in the event of extreme wet weather, or in emergencies, for the safety of our animals and keepers, the session may be postponed to another day.
- Tickets purchased are not eligible for conversion to Individual/Family Membership.

General Terms & Conditions

- WRS Group may take photographs/recordings of any park visitor, and use any photographs, recordings or any other media records (including those displaying the image of the visitor), for any legitimate purpose, including WRS's commercial advertising, promotion and/or marketing, without prior approval or compensation.
 - In the event of dispute, WRS electronic records shall prevail.
 - The Management of Wildlife Reserves Singapore Group reserves the right to amend the governing terms and conditions without prior notice.
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